



F.Y.I.

from the Policy Unit

FYI-014

Date 03-20-2012

SUBJECT: CAAL Narratives for Imaged Documents

Please contact the Policy Unit if you have any questions regarding these or any other changes at [GEARUP>DCSE Collaboration – Teams>Policy Questions](#) or 602-771-8127
The IV-D PARTNERS should send POLICY inquiries directly to DCSE-POLICYQUESTIONS@azdes.gov

Interim Process Pending Final Policy and Procedures

The imaging project has significantly changed the way we handle incoming documents. When a document is received, the technicians review the document to determine the ATLAS case and the document category. When the document is imaged and categorized, the system generates a worklist item instructing the caseworker to review the document.

When you receive a new document worklist item:

- Review the document in OnBase, AND
- Enter Case Activity List (CAAL) Code DI020 IMAGE DOCUMENT REVIEWED with a narrative:
 - Describing the document received, and
 - Noting what action, if any, was taken based on the document.

NOTE: The worklist items associated with document scanning may be reassigned by forwarding the worklist item to the appropriate individual.

NOTE: CAAL narratives such as, “Document reviewed,” and “Document OK” are not adequate CAAL narratives as it does not identify the document or describe the action taken.

The following are examples of sufficient CAAL narratives:

- New court order received from Cochise County Superior Court. Forwarded to Debt Team for debt adjustment. SJones/U99.
- Postal verification received – NCP receives mail at 123 Oak Street, Anytown, AZ 85999. Updated NCDE. Alerted XYZ. SJones/U99.
- Petition to Modify Child Support received from NCP. Filed in Maricopa County Superior Court on **/**/****. Forwarded to AGO for review and response. SJones/U99.
- Transmittal #2 received from OJ Nebraska requesting updated certified payment history. Printed payment history and certified it. Reviewed and updated INCM based on information in transmittal and mailed payment history based on info on INCM. SJones/U99.

- Copy of Oregon IWO received. No action required. SJones/U99.
- Received NMSN from (NCP's employer's name): provided medical benefit information; NCPD has been updated. SJones/U99.
- CP returned the statement regarding school attendance for (child's name): states child is attending (name of high school) in Phoenix, Arizona and is scheduled to graduate on **/**/****; school certification signed by (name and title of school official) on **/**/****; updated CHDE. SJones/U99.

When litigation is completed by the Attorneys, multiple worklist items may be generated. It is acceptable to enter a single CAAL narrative such as:

- Reviewed documents from legal action recently completed. No further action needed at this time. SJones/U99.

DCSE staff are urged to view this information directly on GEARUP and not create a separate personal file. You will find this Policy FYI on GEARUP via this file path: DOCUMENTS>PPU'S>Policy FYI. Click on the Policy FYI folder to view a list of Policy FYI notices.